



Policy: 1331
Procedure: 1331.01
Chapter: Communications
Rule: Volunteer Clearance, Facility Access, Orientation Requirements, and Activities

Effective: 02/26/07
Taken From: 1330.01
Dated: 12/01/94

Purpose:

The Arizona Department of Juvenile Corrections (ADJC) establishes guidelines, expectations, and standards for volunteer processing, training, and activities.

Rules:

1. **ADJC EMPLOYEES** shall supervise facility volunteers at all times.
2. **VOLUNTEERS WHO HAVE CONTACT WITH THE JUVENILE AND FAMILY** shall keep the Youth Program Officer III (YPO III), Parole Officer, and the facility Volunteer Coordinator informed of activities at all times.
3. One time only volunteer visits.
 - a. The **VOLUNTEER COORDINATOR OR DESIGNEE** shall complete Form 4050.07B Special Guest and Visitor Form one week in advance of the scheduled date of the one-time only visitors entering the facility and forward to the Assistant Superintendent or designee for approval.
 - b. The **VOLUNTEER COORDINATOR OR DESIGNEE** shall ensure:
 - i. This form is used for volunteers and visitors entering the facility on a one time basis;
 - ii. The form lists the person's name, date of birth (DOB), purpose, assigned unit, Social Security Number, and employee requestor.
 - c. The **ASSISTANT SUPERINTENDENT OR DESIGNEE** shall forward the form to Security for a background check;
 - d. **SECURITY** shall run the prospective visitor through the Arizona Criminal Justice Information System (ACJIS);
 - e. **SECURITY** shall inform the Assistant Superintendent through e-mail whether the visitor is cleared to proceed;
 - f. **ASSISTANT SUPERINTENDENT OR DESIGNEE** shall approve or disprove the visitor and return the form to the facility Volunteer Coordinator for distribution as follows:
 - i. Facility Security;
 - ii. ADJC requestor.
 - g. Following the visit, **SECURITY** shall return the form to the volunteer coordinator who shall maintain the form to ensure that the volunteer is not granted additional access without successful completion of a complete background investigation, drug testing, and orientation.
4. Ongoing Volunteers.
 - a. **VOLUNTEER APPLICANTS** shall complete an application and a structured interview with the Volunteer Coordinator or designee for the purpose of identifying their eligibility for applying to be a volunteer;
 - b. The **VOLUNTEER COORDINATOR OR DESIGNEE** shall contact the applicant to arrange for fingerprinting and supply the background questionnaire;
 - c. **APPLICANTS** shall complete Form 1160.03A Background Investigation Questionnaire and other required forms and return all required forms to the Volunteer Coordinator.
 - i. The applicant shall have Form 1160.03A Background Investigation Questionnaire notarized.
 - d. The **VOLUNTEER COORDINATOR** shall:

Procedure No. 1331.01 Volunteer Clearance, Facility Access, Orientation Requirements, and Activities

Page 2 of 5

- i. Review the Background Questionnaire for completeness and for the use of current dates;
- ii. Complete all fields on the first page of the background questionnaire in the "For Office Use Only":
 - (1) Requestor name, position applied for, service location, and estimated start date must be completed.
- iii. Forward the questionnaire to the Background Investigations Unit.
- e. The **BACKGROUND INVESTIGATION UNIT** shall:
 - i. Accept only the original and completed background questionnaires,
 - ii. Return any incomplete background questionnaire, photo copies or fax copies to the volunteer coordinator or designee.
 - iii. Contact the Drug-free Workplace Administrator when the designee is cleared to proceed;
- f. The **DRUG-FREE WORKPLACE ADMINISTRATOR** shall call and arrange for the applicant to obtain a drug test in accordance with Procedure 2010.01 Employee Substance Abuse Testing;
- g. The **APPLICANT** shall successfully pass the required drug testing;
- h. The **VOLUNTEER COORDINATOR OR DESIGNEE** shall:
 - i. Give official written notice to the applicant of the drug test requirements;
 - ii. Direct the applicant to report for drug testing;
- i. The **APPLICANT** shall sign the Form 2010.01A Pre-employment Drug Test Consent and Release of Liability prior to testing;
- j. The **VOLUNTEER COORDINATOR OR DESIGNEE** shall:
 - i. Retain a signed copy of the Pre-Employment Drug Test Consent and Release of Liability Form;
 - ii. Forward a signed copy of the form to the workplace unit;
- k. The **APPLICANT** shall provide the original form to the collection site representative;
- l. The **DRUG-FREE WORKPLACE ADMINISTRATOR OR DESIGNEE SCHEDULING THE TEST** shall notify the applicant:
 - i. To report to a collection facility;
 - ii. That the Department shall pay for the cost of drug testing;
 - iii. Of the Department's drug testing procedures upon receipt of a background notification to proceed;
 - iv. That the required drug test shall be taken within **48** hours of being notified by the Employment Analyst or designee to report to a collection facility;
 - v. That the contract service provider shall provide a laboratory chain-of-custody form for completion at the collection site;
 - vi. That the results of his/her drug test shall be forwarded directly to the Drug-Free Workplace Administrator or designee;
- m. The **DEPARTMENT** shall deny access to any ADJC facility as a result or combination of:
 - i. A confirmed positive drug test;
 - ii. A refusal to submit to a drug test or to sign the consent forms;
 - iii. Tampering with any part of the drug testing process, to include records and/or the specimens;
 - iv. Providing an adulterated or substituted specimen;
 - v. Providing two consecutive diluted specimens;
 - vi. Failure of the applicant to report for a drug test at the scheduled time or for any unreasonable delay in reporting to the collection site;
 - vii. Failure to provide sufficient urine for testing;
 - viii. Refusal to allow the collection site person to measure his/her body temperature when the temperature of the urine is outside the acceptable temperature range.
- n. **APPLICANTS** who violate any of the above-mentioned provisions and/or tested positive and were denied access may apply/reapply after 12 months;

Procedure No. 1331.01 Volunteer Clearance, Facility Access, Orientation Requirements, and Activities

Page 3 of 5

- i. **CANDIDATES** who fail to report for the drug test within the mandatory 48 hour period and have an acceptable reason for not reporting shall contact the employment analyst or designee within 72 hours for review and rescheduling;
 - j. The **EMPLOYMENT ANALYST OR DESIGNEE** shall consult with the Drug-Free Workplace Administrator prior to rescheduling the drug test.
 - i. The rescheduling of a drug test may be approved after consideration of the circumstances for an applicant not reporting to the drug test.
 - i. The **DRUG-FREE WORKPLACE ADMINISTRATOR** shall notify the Volunteer Coordinator and the Background investigator of any volunteers whose nomination has been withdrawn.
 - ii. The Background Investigator.
 - (1) The background investigator shall forward ACJIS clearance results of all volunteer applicants to the secure facility's ranking security employee, facility Volunteer Coordinators or their designees and the Volunteer Administrator.
 - (2) **BACKGROUND INVESTIGATOR** shall submit a volunteer report to the appropriate administrative personnel listing the applicants who are cleared or not cleared to enter the facility.
 - (3) Volunteers with a status of **on hold** who have completed initial background investigation, drug testing, and orientation shall be able to begin working with youth on the facility contingent upon completing and clearing a full background investigation.
 - (4) If the Superintendent, Assistant Superintendent, or Volunteer Coordinator determines that a volunteer who has been cleared shall not enter secure facilities, they shall notify the Background Investigator and provide reason or reasons for this action;
 - (a) The **BACKGROUND INVESTIGATOR** shall indicate a status of **stopped** on the master volunteer report.
 - (b) The **VOLUNTEER COORDINATOR OR DESIGNEE** shall notify the individual that they are no longer cleared to enter the facility;
 - (5) At no time shall an **ADJC EMPLOYEE** provide the applicant with the cause or reason for not being cleared to provide services. The background investigator shall forward full background clearance results of all volunteer applicants to the secure facility's ranking security employee, facility Volunteer Coordinators or their designees and the Volunteer Administrator.
 - (a)
 - o. Attendance at the orientation and training session.
 - i. The Volunteer Coordinator or designee shall conduct orientation and training sessions, as described below;
 - ii. The applicant shall attend any and orientation and any required training session
 - iii. The applicant shall complete the following forms:
 - (1) 1331.01B Acknowledgement of Volunteer Training;
 - (2) 1331.01C Volunteer Registration Form
 - (3) 1331.01D Volunteer Code of Ethics/Confidentiality Statement
 - (4) 1331.01E Volunteer Job Description
 - iv. Upon completion of the orientation and training the Volunteer Coordinator shall notify:
 - (1) Facility Security;
 - (2) ADJC Sponsor or Chaplain.
5. **VOLUNTEER COORDINATOR** shall schedule orientation and training once per month or as often as deemed necessary following the guidelines listed below.
- a. Orientation and training shall be limited to a maximum of twenty volunteer applicants;
 - b. A two hour orientation and training shall consist of:
 - i. A comprehensive welcome and introduction by the Volunteer Coordinator or Administrative Representative that shall include:

Procedure No. 1331.01 Volunteer Clearance, Facility Access, Orientation Requirements, and Activities

Page 4 of 5

- (1) Agency's mission;
 - (2) Facility history;
 - (3) Population;
 - (4) Dress code;
 - (5) Permitted/non-permitted items;
 - (6) Escort and movement procedures;
 - (7) Rules and regulations;
 - (8) Employee's and juvenile's relationship and interaction.
 - ii. An introduction of a Security representative for Security overview presentation.
 - ii. A presentation by ADJC Sponsor:
 - (1) Chaplain;
 - (2) Education;
 - (3) Other support service.
 - iii. A question and answer session that includes all presenters and participants.
 - c. The **VOLUNTEER COORDINATOR** shall give an ADJC Volunteer Handbook to each volunteer. The **VOLUNTEER** shall:
 - i. Read and be responsible for the material covered.
 - ii. Sign the Receipt of ADJC Volunteer Handbook Acknowledgement;
 - iii. Return the receipt to the Volunteer Coordinator.
 - (1) The **VOLUNTEER COORDINATOR** shall maintain a file of the receipts.
 - d. **VOLUNTEER APPLICANTS WHOSE ASSIGNMENT WILL INCLUDE MENTORING** shall attend an additional hour of training that includes:
 - i. Community Corrections orientation;
 - ii. Serious, violent offender and mental health populations;
 - iii. Mentor and juvenile relationship and interaction;
 - iv. Overview of community support system and resources.
6. The **VOLUNTEER COORDINATOR** shall:
- a. Monitor the updated Volunteer Master List;
 - b. Contact all applicants who have been cleared to enter the facility;
 - c. Notify the Background Investigator of all volunteers completing orientation.
7. When a volunteer plans a special activity, The **ADJC SPONSOR** shall submit Form 1331.01A Special Activity Request involving volunteers to the Volunteer Coordinator or Chaplain which addresses the following areas:
- a. Date and time;
 - b. Name of group;
 - c. Individuals' names, SSN, and their Date of Birth;
 - d. Equipment they are requesting to bring into the facility;
 - e. Equipment the volunteer is requesting the facility to provide;
 - f. ADJC employee(s) supervising the activity;
 - g. Program outline and content;
 - h. Units participating, expectations, juvenile level requirements, and maximum number of juveniles to participate.
8. **THE VOLUNTEER COORDINATOR OR CHAPLAIN** shall submit the Form 1331.01A Special Activity Request to the Assistant Superintendent and the Volunteer Administrator a minimum of two weeks prior to the scheduled activity date.
- a. **SUPERINTENDENT, ASSISTANT SUPERINTENDENT, AND THE RANKING SECURITY EMPLOYEE** shall review each Special Activity Request;
 - b. The **SUPERINTENDENT OR THE ASSISTANT SUPERINTENDENT** shall return the request to the requesting person through the Volunteer Coordinator or Chaplain with approval, denial, or request for additional information within three days of submission.

Procedure No. 1331.01 Volunteer Clearance, Facility Access, Orientation Requirements, and Activities

Page 5 of 5

9. Once the Special Activity is approved, the **REQUESTING SPONSOR** shall draft a memorandum for the facility outlining the activity, units participating, and guidelines for the activity. The Volunteer Coordinator or Chaplain shall complete a Form 4050.07A Special Guest and Visitor Form and turn it into Security/Communications Center.
10. **SECURITY PERSONNEL** shall not allow volunteers to enter the facility regardless of their status if their name is not on the Master Volunteer List or on the Special Guest and Visitor Form.
 - a. **VOLUNTEERS** shall provide a Picture Identification Card in order to gain entrance into the facility;
 - b. **SECURITY** shall exchange the card at the entrance with a Volunteer Card;
 - c. **VOLUNTEERS** shall sign in and out on the Volunteer Attendance Register;
 - d. **SECURITY** shall exchange the Volunteer Card for the Picture Identification Card upon departure.
11. The **VOLUNTEER COORDINATOR** shall use the entrance sign-in log to track and record the level of participation for each volunteer. The **VOLUNTEER COORDINATOR** shall:
 - a. Contact the volunteer asking him/her to explain his/her status if a ninety day period has passed without the volunteer entering the secure facility;
 - b. Put a volunteer on inactive status after 6 months of inactivity;
 - c. Purge files of inactive volunteers on a yearly basis;;
 - d. Not reactivate volunteers who have been inactive for six months;
 - e. Require inactive volunteers who have been inactive for six months to start the volunteer application process again including all required background clearance procedures and orientation.

Effective Date:	Approved by Process Owner:	Review Date:	Reviewed By::